



# **Face-to-face Group coordinator**

## Job Description

### February 2024

Battle Scars is a 100% survivor-led and run charity based in Leeds, West Yorkshire, operating on a peer support model. Founded in 2016, we have experienced fast growth and constantly increasing demand for our services supporting anybody affected by self-harm.

The Battle Scars definition of self-harm is any harm done to the body or mind, internal or external, with short or long-term effects. Everyone working for us has lived experience of self-harm.

Our vision is to make sure nobody who struggles with self-harm, in whichever form, fights alone; and to break down the stigma surrounding self-harm.

For more information on our services please see our website

[www.battle-scars-self-harm.org.uk](http://www.battle-scars-self-harm.org.uk)

<b>Job title</b>	Face-to-face group coordinator
<b>Reporting to</b>	Volunteer Manager
<b>Job location</b>	Battle Scars, Onward House, Onward Mental Health Hub, Millshaw Park Way, Leeds, LS11 0LS
<b>Hours</b>	21 hours per week
<b>Work pattern</b>	Both daytime and evenings, to match group times
<b>Salary</b>	£14,850 per annum
<b>Contract type</b>	Fixed-term (externally funded)
<b>Duration of contract</b>	12 months
<b>DBS check</b>	Required (Battle Scars will cover costs)

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### **Main purpose of post:**

- To manage the Battle Scars face-to-face peer support groups.
- To coordinate, supervise and support volunteers involved in the projects.
- To spread the word about the groups in Leeds and surrounding areas.

### **Principal tasks and responsibilities**

#### Main duties

- a. Work with the volunteer manager and CEO (and other experienced group facilitators and/or trustees as necessary) to ensure the high standard running of the Leeds face-to-face peer support groups.
- b. Set up new groups according to the decisions made by the board of trustees to support people affected by self-harm.
- c. Assist in the recruitment and training of volunteers linked to this project.
- d. Manage, supervise and support this project's volunteers.
- e. Coordinate volunteers to ensure adequate numbers for each activity/group.
- f. Be the primary provider of 1:1s to group members at the Battle Scars premises as required and as specified by the group aims and agreement.
- g. Be present at newly set-up groups and regularly attend groups in the community and those running out of office hours (Leeds).
- h. Provide ongoing support to the volunteer group facilitator teams ensuring each team is able to operate independently.
- i. Assist group facilitators to plan activities and embed team working and reflection skills.
- j. Retain a support role during groups allowing volunteers to develop their skills and confidence but take the lead if required.
- k. Organise the social activities linked to this project (pre and after certain groups and as-and-when socials).

- l. Ensure appropriate materials and equipment are available for the groups (e.g. craft, gaming consoles etc.)
- m. Spread the word about these groups by networking with relevant services and organisations, doing in person presentations if required (travel when working off base can be claimed as expenses).
- n. Collate reports, provide data/statistics and collect feedback.
- o. Work closely with the volunteer manager and CEO to regularly review the services.
- p. Monitor the effectiveness of the groups and work with volunteer manager and CEO to problem-solve.
- q. Work closely with other staff members to ensure the space remains safe and welcoming.
- r. Attend relevant training (training hours may differ from normal working pattern).

### General duties

- a. Represent Battle Scars in a professional manner
- b. Assist with volunteers' personal development (e.g. how to get the most out of Battle Scars services, promote training and volunteering opportunities)
- c. Attend and contribute to monthly team meetings
- d. Develop and implement innovative ways of working with volunteers and service users
- e. Undergo regular supervision
- f. Work in accordance with all Battle Scars policies and procedures and raise safeguarding and similar concerns if they arise
- g. Undertake any other duties as required and as appropriate to the post

**Our organisation is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and post holders to share this commitment.** For more information, please check out our policies and procedures which can be found on the Battle Scars website.

***This job description is not contractual and is liable to change over time***

<b>Person specification</b>		
<b>1. Experience</b>	<b>Essential</b>	<b>Desirable</b>
1.1. Personal experience of both physical and psychological self-harm (past or current)	✓	
1.2. Working with adults at risk in a paid or voluntary role (please provide examples)	✓	
1.3. Experience delivering peer support to people with complex mental health needs		✓
1.4. Personal experience of mental health services (CAMHS or adult)		✓
1.5. Project management		✓
1.6. Managing staff and/or volunteers (either formally or informally – please provide examples)	✓	
1.7. Good grasp of volunteer needs who have lived experience of self-harm and/or complex mental health needs	✓	
1.8. Developing group activities or similar		✓
1.9. Experience providing 1:1 support to people at risk (either formally or informally – please provide examples)	✓	
1.10. Experience of Battle Scars services as a service user		✓

1.11. Data collection and record keeping	✓	
<b>2. Knowledge</b>		
2.1. In depth knowledge of self-harm	✓	
2.2. Familiar with the peer support model and how it differs from the medical model	✓	
<b>3. Skills</b>		
3.1. Good communication skills	✓	
3.2. A person-centred approach	✓	
3.3. Ability to effectively manage people	✓	
3.4. Ability to use email	✓	
3.5. Ability to use video conferencing (Zoom or Microsoft Teams)		✓
3.6. Ability to work effectively with a range of people with different skills and from different backgrounds	✓	
3.7. Strong organisational, time management and prioritisation skills	✓	
<b>4. Personal Qualities</b>		
4.1. Ability to work in a charged up and possibly triggering environment	✓	
4.2. Good self-awareness	✓	
4.3. Problem solving skills	✓	
4.4. Ability to work under pressure, work proactively and flexibly and manage own workload	✓	
4.5. Ability to work as part of a team	✓	
4.6. Approachable, considerate, understanding, accepting and compassionate	✓	
4.7. Have an innovative and creative approach	✓	
4.8. Ability to motivate team members	✓	
4.9. Passionate about the organisation's aims and objectives	✓	
4.10. Commitment to equality, diversity and inclusion	✓	
4.11. Commitment to own personal development and willingness to attend training or developmental activities as required	✓	
<b>5. Other</b>		
Ability to travel to the groups out in the community, for networking and similar purposes – travel expenses will be covered when working out of Onward House.	✓	